

## ORANGE UNIFIED SCHOOL DISTRICT

### TECHNOLOGY SUPPORT SPECIALIST

#### **DEFINITION**

Under general supervision, the position provides specialized technical support to site technology assistants and schools in the operation, maintenance and support of a computer network including computers, software, and peripherals. Acts as a resource person in computerized instruction; troubleshoots and fixes technology and media problems and performs related work as required.

#### **RESPONSIBILITIES**

Main functions include but are not limited to: setup, upgrade and maintain servers, install and problem solve network problems and network hardware, problem solve new software installs and install new software, train technology assistants and teachers on new technologies as needed, setup and configure new equipment and wireless laptop carts, manage and update inventory and teacher proficiencies, assist IS with virus control. Plan and implement regular training meetings for site technology assistants.

Technology Support Specialists support site technology assistants in their essential functions. These include, but are not limited to: plans and organizes the computer learning center and assists students in the methods and procedures of computer and program operation; operates file server and monitors terminals; monitors and maintains proper working order of student terminal stations; and performs minor maintenance on computers and other technologies; prepares back-ups as needed; contacts computer system vendors for parts; maintenance and programs; acts as resource to staff for basic computer operation; maintains inventory of equipment; makes periodic and special reports to supervisor and others; maintains the security of the system; keeps relevant records; participates in in-service programs recommended by the district.

#### **QUALIFICATIONS**

**Knowledge of:** Practical knowledge and experience on the Macintosh and Windows platforms; skill and knowledge to setup, upgrade and maintain Macintosh and Windows servers; installation of new software packages on a network; knowledge of how to problem solve network issues and install new network hardware; practical student learning patterns and behavior; techniques used in controlling and motivating students; word processing, database management, structures of computerized library systems and library cataloging practices; modern office equipment and procedures including computer terminal and file server; basic computer instructional techniques and student computerized learning materials; methods for effective cooperation with staff and the public; English usage; math; routine record keeping, safe working methods and procedures.

**Ability to:** Assume responsibility for teacher and technology assistant training; problem solve software and network problems; learn new skills to keep current with changes in technology; read and understand software manuals and other documentation and apply procedures, coordinate materials as appropriate; perform routine clerical work and basic arithmetical calculations; demonstrate an understanding attitude toward students; understand and carry out oral and written instructions; maintain cooperative working relationships with those contacted in the course of work.

ORANGE UNIFIED SCHOOL DISTRICT

**TECHNOLOGY SUPPORT SPECIALIST**

**EDUCATION AND EXPERIENCE**

Equivalent to: graduation from high school, completion of coursework in computer science or in a closely related field; good general background and work history; some paid or volunteer experience working with students in an educational setting; or any combination of training and experience that could likely provide the desired knowledge and abilities. Keyboarding and computer proficiency is necessary.

Experience working with the Macintosh and Windows platforms is highly desirable.

**PHYSICAL DEMANDS AND WORKING CONDITIONS**

This position classification performs light work that involves sitting a portion of the time, may require lifting up to fifty (50) pounds, pushing and/or pulling of objects, and walking and standing for extended periods.

Board Approved: November 18, 2004